

I signed up for telephone service in February, 2004 with SBC. The phone is at our son's home phone number 419-861-3475. When I requested the service I had told the person I talked to that I wanted only local service no long distance and a 900 block. We had local service until in July when long distance calls began showing up on the bill. When I called they told me I had long distance service with SBC. I told them there wasn't to be any long distance service. They credited me the amount. The following month over \$693.28 was on the bill for International Long Distance calling. I called again only to be told I didn't have a budget international calling rate and they would credit me 500.90. I still insisted that I should never have had long distance service at all. They gave me a number to call. When I called this number they said the calls had been from a computer. The computer in that house doesn't have web service because of a problem with the modem. The international carrier USBI also said they only billed us for one call on 7-19 for \$3.81. When we called back the SBC executive office for the third time they said they billed us for the international calls. We were told at one time that they weren't responsible for the billing of international calls. They also told me it was my fault that I didn't read my bill closer and didn't question that I had long distance service. I am very upset over this whole deal, they did not do what I originally requested. Every time I called to have this resolved they tried to talk me into another one of their services. I don't think they really are listening to the customer and are doing what they want, not what the customer has requested. I feel I should not have to pay the \$189.63 they are billing me, because they admitted they made the mistake and put the long distance carrier on there. Thank you for any assistance you may give me in this matter.

Sincerely,
Mary T. Warner